

**AWARD NOMINATION**  
**SMALL BUSINESS PARTNER OF THE YEAR**  
(For presentation at the Annual Small Business Awards ceremony  
June 2004)

Bureau: Internal Revenue Service

- 1) Please provide the following company information:

Company Name: **Management Analysis Incorporated (MAI)**

Address: **2070 Chain Bridge Road**  
**Suite 500**  
**Vienna, VA 22182**

Telephone Number: 703-506-0505

President/Owner/CEO: Arthur Smith

Business Type (check all that apply):

☒ **X Small**      ☐ **SDB**      ☐ **8(a)**      ☐ **Women-owned**  
☐ **HUBZone**      ☐ **Veteran-owned**      ☐ **Service Disabled Veteran-owned**

- 2) Please describe how this small business has excelled in the past year in the performance of their contract. Additionally, please provide a brief profile of the firm in your description.

MAI was chosen to assist the IRS in the development of an A-76 Performance Work Statement (PWS), Performance Requirements Summary (PRS), and a Quality Assurance Surveillance Plan (QASP) for Campus Center Operations nationwide through the competitive process of the IRS established Blanket Purchase Agreements. MAI competed with other BPA holders and was selected to perform the above work for the IRS. Since the award of the task order MAI has partnered with the IRS and provided exceptional service, a commitment to excellence, professionalism and delivery of exceptional products in a timely manner.

MAI provided the IRS with a team of highly dedicated and professional individuals. These individuals representing MAI need to be commended for their dedication and professionalism that they brought to the partnership. IRS would not only like to recognize MAI as an outstanding company to partner with, but the IRS would be remiss if we failed to mention the individuals that made up the MAI PWS support team. These individuals are:

Arthur Smith, Principal  
Woodrow O. Wilson, Jr., Project Manager/Senior Consultant  
Alfred F. O'Meally, Senior Consultant  
Raymond F. Powell, Senior Consultant  
Steven B. Shaffer, Consultant  
Joseph H. Suppers, III, Associate Consultant  
Sean M. Terry, Associate Consultant

MAI provided excellent technical support and assisted the IRS PWS Team in understanding the complex issues in the development of a PWS. MAI took the time to listen as well as time to educate IRS Team Members and employees on the A-76 process. MAI visited each of the 10 Campus Center Operation sites speaking with supervisors, managers and employees to ensure that everyone involved in the A-76 study, that wanted to participate, was represented. MAI gathered valuable manager, supervisor and employee input and correlated that input with the computer generated workload data to ensure that all aspects of the Campus Center Operations was captured in the PWS and Technical Exhibits.

MAI met with the IRS PWS Team on a regularly scheduled basis and was always receptive to suggestions and comments. MAI made a concerted effort to ensure that all members of the MAI's team were always available and answered all questions relating to the PWS/QASP/PRS in a timely manner.

Competitive sourcing is an adversary topic and an ever learning process. MAI was able to adjust to the IRS' constant changes and needs. MAI met or exceeded all the project schedule deadlines, to include many agreed upon last minute changes in a timely and efficient manner. For example the agreed upon project schedule for the delivery of the 1<sup>st</sup> and 2<sup>nd</sup> draft of PWS seemed to change on a daily basis. MAI adapted to the change with a positive attitude, provided the PWS on the revised scheduled dates and in most cases earlier.

The IRS requested data and information from MAI on daily, weekly and most of the time on an ad hoc basis. MAI always responded with the data usually on the same day.

MAI had a great team working this project, their professionalism, willingness to constantly change, proactive stance on change, willingness to teach and learn the IRS Campus Operation, motivation and enthusiasm is truly representative of the quality products that they delivered.

MAI partnered with the IRS to develop creative solutions in resolving financial issues relating to task order requirement changes throughout the process, which ultimately resulted in the best financial solutions and project completion within the IRS's budgetary constraints.

Based on their reputation and excellence of performance, MAI has been solicited for additional work under the IRS Competitive Sourcing BPAs and has received another task order for the development of a PWS for another IRS A-76 study.

It is clear to the IRS that MAI is a company of high integrity, capabilities, and recognition of the importance of promoting small business in their efforts in partnering with the IRS to support this acquisition effort.

It is highly recommend that MAI be recognized by the Department of the Treasury, IRS as the Small Business Outstanding Contractor of the Year.